

PRECO Electronics
Customer Service Manager
Boise, ID

Overview

Primary Responsibilities:

Performs a wide variety of routine and non-routine support activities in the customer service function. Responsible for promoting and maintaining positive customer relations. Responds to customer inquiries, including technical information, proposals, order status, returns, etc. Interacts with other departments to ensure delivery schedule or to help resolve customer issues. Requires independent analysis and judgment using prior experience, and knowledge of company policies, products and procedures to resolve non-standard problems.

- Processes customer orders received via telephone, email, EDI, fax or from sales managers.
- Monitors historical sales, customer provided data and sales manager inputs to maintain forecast in ERP system.
- Maintains product cost information used to determine selling prices.
- Maintains price lists provided to sales managers and customers.
- Provides proposals based on vehicle or industry specifics, and for engineered solutions on complex configurations.
- Maintains all customer and product pricing in ERP.
- Provides follow-up on all customer requests. Contacts customers with changes or modifications on their order status.
- Answers questions about product, pricing, availability, shipping, etc.
- Tracks shipments and troubleshoots account discrepancies.
- Produces customer letters, spreadsheets, and graphs as requested or required.
- Directs work orders to the Manufacturing Manager to meet customer order demands.
- Processes invoices/issues credits for shipments and warranty returns
- Exercises independent discretion and judgment when talking to customers and dealers.
- Conducts himself/herself in a manner that reflects favorably on the Company whenever working with employees, customers or other associates.
- Exercises discretion and independent judgement with respect to matters of significance as it relates to sales and customers.
- Office work that directly relates to the management and sales business operations at PRECO.

Other Characteristics:

- Team player
- Good communication skills, including oral and written, in person and over the phone or email
- Ability to work cross functionally
- Proficient in Microsoft Suite
- Ability to comprehend technical aspects and application of PRECO products
- Excellent telephone/customer service skills.
- Must be able to perform a variety of tasks, involving ability to multi-task and manage priorities.
- Must be detail oriented and capable of working in a close-knit team environment.

Required Education/Experience:

- High school graduation required. College degree preferred.
- Training in office applications and/or computer software applications required.
- Prior ERP experience a plus.
- 3+ years of work related customer service experience required.

Personal Characteristics:

- Possesses and demonstrates honesty in the performance of job responsibilities.
- Has an inherent trust in and respect for others and supports the PRECO values of teamwork, cooperation and support to others.
- Has high attention to detail and maintains focus to the job at hand.
- Takes an active role in identifying problems and contributing ideas for improvement.
- Responsive to constructive criticism as a means of workplace improvement and learning.
- Courtesy and enthusiasm are highly valued attributes in the organization and in this position.

Working Conditions:

- Works primarily indoors in a cubicle office area. Occasional travel in support of sales or marketing.
- Reports to VP of Global Sales.

Visit www.precocom for company product and benefit information.

Qualified candidates please send resume and cover letter to eebright@precocom